



Save up to
**10 hours of
admin time**
per 500 events when
tracking tickets
with OMISNOW

72% less time
to configure a
new server using
OpenManage
Ansible modules

Manage from a
single console
using your Dell
EMC OpenManage
Enterprise integration
of choice

Give administrators time back with Dell EMC OpenManage Enterprise integrations

Reduce time and effort to track service tickets with OMISNOW and simplify deployment tasks with OpenManage Ansible modules

Data center administrators spend significant time and effort on routine tasks such as tracking support tickets and deploying servers—time that they could better spend strategizing to handle business growth. By automating event and incident management and other common deployment tasks, Dell EMC™ OpenManage™ Integration with ServiceNow (OMISNOW) and Dell EMC OpenManage Ansible modules can save administrators significant time and effort over manual approaches.

In the Principled Technologies (PT) data center, we found that using OMISNOW to create, update, and resolve tickets eliminated administrator time and steps after initial setup, which could save up to 10 hours per 500 events versus doing the same tasks manually. Similarly, OpenManage Ansible modules automated tasks including OS deployment, BIOS configuration, and firmware updates, saving nearly two minutes per server versus configuring the system manually—time that adds up quickly in large data centers.

By automating tasks with Dell EMC OpenManage Enterprise integrations, your administrators can spend less time on support and deployment tasks and more time innovating.

Dell EMC OpenManage Enterprise offers integrations for the ways you want to manage

Administrators may differ in their preferred data center management strategies, which is why Dell EMC OpenManage Enterprise integrates with the systems management software that admins are already using to increase automation for Dell EMC PowerEdge servers and save time on routine tasks.

In the PT data center, we looked at two such integrations: OMISNOW, which integrates with cloud services-based ServiceNow, and OpenManage Ansible modules, which works for shops that prefer Red Hat® Ansible® automation. We found that both integrations saved significant time and effort compared to completing the same tasks manually.

Tracking support tickets with OMISNOW versus manual approaches

We compared the time and steps it took to track support tickets in ServiceNow using Dell EMC OpenManage Integration with ServiceNow compared to using two manual approaches without OMISNOW.

We found that Dell EMC OpenManage Integration with ServiceNow can save administrators time and effort by automatically importing events and incidents into ServiceNow. We completed testing on two Dell EMC PowerEdge™ R740xd servers, using one for OMISNOW testing and one for the manual approaches. We compared the time it took to create, update, and resolve a ticket three ways:

- Using OMISNOW
- Manually, without OMISNOW
- Manually, using simple network management protocol (SNMP) alerts sent from OpenManage Enterprise to ServiceNow through a MID server (without OMISNOW)

The table below shows the time and steps it took using each approach to create, update, and resolve a ticket. After setting up OMISNOW, addressing tickets took no additional time or steps.

Ticket creation, update, and resolution	Time (seconds)	Steps	Single pane for easy management?
OMISNOW	0	0	Yes
Manual (without OMISNOW)	72	21	No
Manual w/ SNMP server (without OMISNOW)	67	19	Yes

For organizations with many servers, OMISNOW could save a significant amount of administrator time—potentially hours each week—when addressing common data center events such as DIMM failure, lost network connection, power fluctuation, power supply issues, and more. For every 500 events, using OMISNOW could result in savings of up to 10 admin hours (500 events x 72 seconds). In our testing, we verified the following:



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tickets with OMISNOW

- OpenManage Enterprise and Support Assist Enterprise (SAE) integrate with ServiceNow via OMISNOW.
- OMISNOW automatically imports PowerEdge servers' information and the associated alerts from OpenManage Enterprise.
- OMISNOW automatically creates and tracks incidents to resolution within the ServiceNow portal from a single pane.
- OMISNOW integrates with SAE to sync up on Dell EMC support tickets opened against a PowerEdge server.

Dell EMC OpenManage integrations connect SupportAssist Enterprise with ServiceNow, which lets admins track tickets from the ServiceNow console; as tickets are updated, they also update in the console as well. Dell EMC Support Assist Enterprise integrates with Dell EMC PowerEdge servers, storage, and switches to track a ticket from incident to resolution as you work with Dell EMC Support.

Creating tickets with OMISNOW

All OMISNOW tasks are automatic, requiring no user time or steps. The following list details how OMISNOW handled a simulated failure.

1. A power supply on the target server failed. (We unplugged it.)
2. The server created an alert internally.
3. OpenManage Enterprise received that alert.
4. During an automatic collection, which occurs every 15 minutes by default, the onsite MID server (a VM appliance), recognized the failure and sent that information to ServiceNow.
5. OMISNOW received the alert and automatically created an event.
6. OMISNOW created an incident that it tracked until completion.

Creating tickets manually and with SNMP

For the manual approach, which took 21 steps and 72 seconds, an administrator performed the following general steps to create a ticket (for complete steps, see [the science behind the report](#)):

1. The admin opened the OpenManage Enterprise console.
2. The admin navigated to the event.
3. The admin opened the ServiceNow console.
4. The admin created a ticket in ServiceNow.
5. The admin returned to the OpenManage Enterprise console and copied the information.
6. The admin pasted the information into the ticket in ServiceNow.
7. The admin saved the ticket.
8. The admin made an update to the ticket.
9. The admin closed the ticket.

For the manual approach using SNMP, the system automatically detects and sends OpenManage Enterprise events, but the admin must still manually create, update, and resolve the ticket. It took 67 seconds and 19 steps to create a ticket and track it with an update.



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Exploring a ServiceNow out-of-the-box feature: VMware vCenter probe

We also explored an existing ServiceNow vCenter discovery feature and compared it to OMISNOW. We found that VMware vCenter® Probe is VMware-focused and reports changes to VMs, datastores, clusters, and other internal vCenter pieces. In contrast, OMISNOW logs hardware alerts as they occur and creates corresponding tracked tickets. In other words, using this ServiceNow feature works differently than OMISNOW and would be a complementary solution for monitoring events and incidents associated with virtualized infrastructure running on PowerEdge servers.

Simplifying server deployment with OpenManage Ansible modules

For data centers built on Red Hat Enterprise Linux®, Dell EMC offers integrations for PowerEdge servers that allow admins to take full advantage of automation with Red Hat Ansible.

We compared the time and steps it took to complete five common server deployment tasks, first with OpenManage Ansible plugins, and then manually. We found that using OpenManage Ansible modules could save administrators significant time and effort, because after initial setup, task completion required little administrator input, totaling 44 seconds and just 10 steps. In contrast, completing the five tasks manually took over two and half minutes (158 seconds) and 43 steps. This means that using OpenManage Ansible modules can save nearly two minutes (114 seconds) per server on these configuration tasks.

Task	Manually (via iDRAC)		Using Ansible modules	
	Time (seconds)	Steps	Time (seconds)	Steps
Configure iDRAC	9	4	8	2
Configure BIOS	13	5	9	2
Configure RAID	34	12	9	2
Deploy OS	69	15	9	2
Update firmware	33	7	9	2
Total per server	158	43	44	10

Depending on the size of an organization's infrastructure and how rapidly business grows, using OpenManage Ansible plugins could save a significant amount of time because admins can schedule commands or choose to run them manually. And, because of Ansible's simplified coding system, admins can quickly customize tasks as needs change. Admins can save even more time by combining multiple commands into a single playbook and targeting multiple servers. This gets administrators out of the constant loop of deployment tasks, enabling them to get new servers up and running and extend business operations more quickly.

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to configure a new server using OpenManage Ansible modules





Save time with management integrations that fit your needs via Dell EMC OpenManage Enterprise

By using Dell EMC OpenManage Enterprise integrations on Dell EMC PowerEdge servers—OMISNOW and OpenManage Ansible modules—administrators can minimize routine tasks like ticket tracking or server deployment by automating them. Because these integrations require little or no administrator time or steps beyond the initial setup, organizations using them could save significant time, freeing administrators to focus on meeting strategic goals.

Read the science behind this report at <http://facts.pt/fiyru0k> ▶



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